

Curriculum Vitae

Name : Ayman Ali Megahed
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Summary

An energetic, talented and driven hotel assistant General Manager with a real passion for delivering a first-rate service to guests and maintaining excellent relationships with them to encourage repeat business. Having a proven track record of running successful operations that nurture and grow the business, cut costs whilst at the same time maximizing profits. Possessing the experience and initiative to further bolster a hotel's reputation and commercial success.

Looking to join a reputable and exciting hotel group where I can progress quickly and have the opportunity to develop an enviable career profile.

Academic qualifications

Banha University, Egypt- 1995
Bachelor, Arts Department, Majority French Language

Key competencies and skills

- Over 14years' experience.
- Great ability to communicate, both verbally and written, effectively with guests, vendors and co-workers.
- Strong ability to read, write and speak the English language fluently.
- Good knowledge of French language, some knowledge of Italian, Russian and Korean.
- Sound computer skills (word, excel, Power Point, internet).
- Strong Knowledge of Hotels system skills (Fidelio , suite 8 , Opera, OnQ) By Hilton
- MAP (Management awareness program) Certificated by Hilton
- Graduated from International Front Office Academy Certified by Hilton International
- Strong knowledge of Up selling program certificated By TSA
- Qualified in First Aide program certificated By Hilton
- Qualified in Security Awareness program By Hilton
- Extensive Front Office supervisory experience in the hotel / leisure / retail sector
- Great experience supervising all Rooms Division department

- Thorough understanding of yield management principles.
- Strong ability to manage change effectively.
- Exceptional ability to provide leadership to position the property to achieve the mission.
- Strong ability to provide leadership to the department to achieve their goals and objectives.
- Profound ability to communicate the goals and objectives and inspire employees to achieve those goals.
- Sound ability to sell concepts and ideas to management, peers, and employees.
- Experience making presentations in front of groups.
- Remarkable ability to create courteous, friendly, professional work environment.
- Exceptional ability to provide overall direction, coordination, and ongoing evaluation of operations.
- Uncommon creative problem solving skills.
- Immense ability to quickly evaluate alternatives and decide on a plan of action

Career history Five Stars Hotels

	<p><u>Cluster Director of Front Office</u>, from 03.11.17 till Present at (Grand Majestic Hotel Kuwait) 4* (187 Rooms) & (Grand Majestic Residence) 4* (65 Apartments)</p>
	<p><u>Front Office Manager</u>, from 10.03.17 till 31.10.17 at (Baron Palace Sahl Hashish 6*) Hurgada, Egypt (645 Rooms)</p>
	<p><u>Front Office Manager</u>, from 1.04.16 till 01.03.2017 at (Titanic Hotel & Spa) Kurdistan Iraq, Sulaymaniyah (100 Rooms)</p>
	<p><u>Assistant Front Office Manager in charge</u>, from 1.06.13 till 31.01.16 at (Movenpick Hotel Doha) (154 Rooms)</p>
	<p><u>Assistant Front Office Manager</u>, from 1.11.12 till 30.05.13 at (Baron Palms Resort) (238 Rooms)</p>
	<p><u>Assistant Front Office Manager in charge</u>, from 01.09.11 till 01.10.12 at (Hilton Al Ain Hotel) (202 rooms).</p> <ul style="list-style-type: none"> • Overseeing a team of staff and take responsibility for the smooth running of the hotel, its occupancy levels and also its profitability. • Assist and sometimes replace hotel manager in managing day-to-day operations of the front services including front desk, bell desk, Door, Concierge, Butlers and Valet • Responsible for proper scheduling of employees ensuring a high level of guest service while maintaining control of labor costs and departmental expenses

- Supervise employees including maintaining proper relations, recognition, evaluating performance and administering discipline
- Provide positive feedback to employees and handle special projects and other job duties as assigned
- Meet the attendance guidelines and adhere to departmental policies and procedures of the hotel
- Demonstrating visible operational leadership and management to the front desk staff.



Night Manager, from 01.10.09 till 01.09.11 at (Hilton Ras Al Khaimah Resort & Spa) (475 rooms). Acting as assistant front Office manager.

- Manage night shift team members.
- Oversee the preparation of daily summary reports for distribution to various hotel departments on the day's business activities to ensure smooth and profitable running.
- Responsible for hotel interior and exterior to ensure quality appearance, cleanliness and lighting. Report any deficiencies and safety hazards to the engineer on duty and follow up to ensure deficiencies have been addressed and/or corrected.
- Supervise and train Front Office Team members to ensure guests are satisfied with their stay and reports are accurately completed.



Front desk supervisor, form 01.11.08 till 01.10.09 at (Resta Grand Resort, Marsa Allam, Egypt) (750 rooms) acting as assistant front desk manager.

- Manage front desk operations, resolve guest concerns, handle emergencies and other challenges that may occur during the assigned shift. Implement resolutions by using discretion and judgment.
- Responsible for dealing with guest and team members problems. Ensure compliance with company standards to ensure consistent high-quality guest relations.
- Ensuring that guests have a good first and last impression of the hotel



Front desk shift leader, from 01.04.05 till 20.10.08(Hilton Waterfalls Resort, Sharm El sheikh, Egypt) (401 rooms).

- Assign and instruct Guest Service Agents, Operators and Bell Attendants in details of work. Observe performance and encourage improvement. Monitor lobby traffic to make staffing adjustments accordingly
- Manage front desk operations by completing a checklist of important daily tasks, determining room and rate availability and making decisions that are in the best interest of the hotel. Assist Guest Service Agents, Magic Agents, Reservation Agents, Bell Attendants and other departments with any questions or requests
- Monitor performance of staff with performance evaluations and discipline issues. Make recommendations for training

	related issues when inconsistencies develop at the Front Desk.
	<u>Front desk shift leader</u> , from 20.02.02 till 15.03.03(Hilton Grand Seoul Hotel, ton daemon, Seoul, South Korea) (950 rooms + 2 Towers).
	<u>Guest service agent</u> ,from 30.11.99 till 02.02.02(Hilton Fayrouz Resort, Sharm El Sheikh, Egypt)(210 rooms) <ul style="list-style-type: none"> ▪ Responsible for welcoming and registering guests, providing prompt courteous service. Checks guests out of the hotel. ▪ Responsible for dealing with every day challenges and delivering a first class service for the guests throughout their stay in our hotel. ▪ Promote hotel services, amenities and up sells products to the guests.

Personal Summary:

- Possessing a friendly personality and charisma to connect with a diverse clientele.
- Doing everything with the hotel customers in mind.
- Excellent presentation skills.
- Hospitality background.
- Adaptable and having a hands-on approach to running the hotel.
- Having a tenacious and 'can do' attitude.
- Spotting opportunities before others.
- Entrepreneurial mindset.
- Able to deal calmly with challenging situations.
- Self-motivated and having a pro-active mindset.

References :

Name	Current Position	Location	E mail Address	Tel Number
Tareq Mourad	Human Resources Manager, Moevenpick Hotel Doha	Doha,Qatar	Tareq.mourad@moevenpick.com	00974 55891329
Fabien Chesnais	General Manager at Moevenpick Hotel Bur Dubai	Dubai, UAE	Fabien.chesnais@moevenpick.com	00971 565483372
Mohab Ghali	Country Manager, Hilton Worldwide	Ras Al Khaimah , UAE	mohab.ghali@hilton.com	00971 504322443

Ashraf El Nahas	Excutive Director of Resta Hotels & Resorts	Cairo , Egypt	ashraf.elnahas@restahotels.com	0020 1144444888
Martin Zarybnicky	General Manager of Holiday Inn Moscow Sokolniki	Moscow , Russia	martinzarybnicky@gmail.com	007 4957867373
Jacques Claudel	General Manager of Hilton Al Ain	Al Ain , UAE	jacques.claudel@hilton.com	00971 37686666
Adham El Sebaey	General Manager of Hilton Doha	Doha , Qatar	adham.elsebaey@hilton.com	00974 44233333
RamyLatif	Cluster RDM Hilton Ras Al Khaimah Hotels & Resorts	Ras Al Khaimah , UAE	ramy.latif@hilton.com	00971 503737494